



STATE OF TENNESSEE  
Department of Finance and Administration, Division of TennCare

## REQUEST FOR PROPOSAL # 31865-00611 AMENDMENT #1 FOR TENNCARE EXTERNAL QUALITY REVIEW

DATE: 4/8/20

RFQ # 31865-00611 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		March 19, 2020
2. Disability Accommodation Request Deadline	2:00 p.m.	March 25, 2020
3. Pre-response Conference	10:00 a.m.	March 26, 2020
4. Notice of Intent to Respond Deadline	2:00 p.m.	March 27, 2020
5. Written "Questions & Comments" Deadline	2:00 p.m.	April 9, 2020
6. State Response to Written "Questions & Comments"		April 24, 2020
7. Response Deadline	2:00 p.m.	May 14, 2020
8. State Completion of Technical Response Evaluations		June 2, 2020
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	June 3, 2020
10. Cost Negotiations	4:30 p.m.	June 8, 2020
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	June 10, 2020
12. End of Open File Period		June 17, 2020
13. State sends contract to Contractor for signature		June 18, 2020
14. Contractor Signature Deadline	2:00 p.m.	June 30, 2020

1. Delete RFP Section 1.4.5 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

1.4.5. Respondents must assume the risk of the method of dispatching any communication or response to the State. The State assumes no responsibility for delays or delivery failures resulting from the Respondent's method of dispatch. It is encouraged for suppliers to submit bids digitally. ~~Actual or digital "postmarking" of a communication or response to the State by a specified deadline is not a substitute for the State's actual receipt of a communication or response.~~

2. Delete RFP Section 3.1.2.4 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

3.1.2.4 A Respondent must submit the Cost Proposal to the State on a separate e-mail or CD or USB flash drive from the Technical Response (as detailed in RFP Sections 3.2.3., et. seq).

3. Delete RFP Section 3.2 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

### 3.2. Response Delivery

- 3.2.1. A Respondent must ensure that both the Technical Response and Cost Proposal files meet all form and content requirements, including all required signatures, as detailed within this RFP.
- 3.2.2. A Respondent must submit their response as specified in one of the two formats below.

#### 3.2.2.1. Digital Media Submission

##### 3.2.2.1.1 Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive and should be clearly identified as the:

**"RFP #31865-00611 TECHNICAL RESPONSE ORIGINAL"**

and five (5) digital copies of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:

**"RFP #31865-00611 TECHNICAL RESPONSE COPY"**

The sealed customer references should be delivered by each reference in accordance with RFP Attachment 6.2, Section B.17 ~~the only paper documents included in the document.~~

##### 3.2.2.1.2 Cost Proposal:

The Cost Proposal should be in the form of one (1) digital document in "PDF" or "XLS" format properly recorded on a separate, otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:

**"RFP #31865-00611 COST PROPOSAL"**

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

### 3.2.2.2. E-Mail Submission

#### 3.2.2.2.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. ~~properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled~~ Both the subject and file name should both be clearly identified as follows:

**"RFP #NUMBER TECHNICAL RESPONSE ORIGINAL"**

~~and WRITTEN NUMBER (NUMBER) digital copies of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:~~

**"RFP # NUMBER TECHNICAL RESPONSE COPY"**

The ~~sealed~~ customer references should be delivered by each reference in accordance with RFP Attachment 6.2, Section B.17 ~~the only paper documents included in the document.~~

#### 3.2.2.2.2. Cost Proposal:

The Cost Proposal should be in the form of one (1) digital document in "PDF" or "XLS" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. ~~properly recorded on a separate, otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled~~ Both the subject and file name should both be clearly identified as follows:

**"RFP #NUMBER COST PROPOSAL"**

An electronic or facsimile signature, as applicable, on the Cost Proposal is acceptable.

- 3.2.3. For e-mail submissions, the Technical Response and Cost Proposal documents must be dispatched to the Solicitation Coordinator in separate e-mail messages. For digital media submissions, a Respondent must separate, seal, package, and label the documents and copies for delivery as follows:

3.2.3.1. The Technical Response and copies must be placed in a sealed package that is clearly labeled: "DO NOT OPEN... RFP # NUMBER TECHNICAL RESPONSE FROM [RESPONDENT LEGAL ENTITY NAME]"

3.2.3.2. The Cost Proposal must be placed in a separate, sealed package that is clearly labeled: "DO NOT OPEN... RFP # NUMBER COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]"

3.2.3.3. The separately, sealed Technical Response and Cost Proposal components may be enclosed in a larger package for mailing or delivery, provided that the outermost package is clearly labeled: "RFP # NUMBER SEALED TECHNICAL RESPONSE & SEALED COST PROPOSAL FROM [RESPONDENT LEGAL ENTITY NAME]"

3.2.3.4. Any Respondent wishing to submit a Response in a format other than digital may do so by contacting the Solicitation Coordinator.

3.2.4. A Respondent must ensure that the State receives a response no later than the Response Deadline time and date detailed in the RFP Section 2, Schedule of Events at the following address:

Donovan Morgan, Assistant Director of Contracts  
Department of Finance and Administration  
Division of TennCare  
[Donovan.Morgan2@tn.gov](mailto:Donovan.Morgan2@tn.gov)

**4. Delete RFP Section B.17 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):**

	<p><b>B.17.</b> Provide customer references from individuals who are <u>not</u> current or former State employees for projects similar to the goods or services sought under this RFP and which represent:</p> <ul style="list-style-type: none"><li>▪ two (2) accounts Respondent currently services that are similar in size to the State; <u>and</u></li><li>▪ three (3) completed projects.</li></ul> <p>References from at least three (3) different individuals are required to satisfy the requirements above, e.g., an individual may provide a reference about a completed project and another reference about a currently serviced account. The standard reference questionnaire, which <u>must</u> be used and completed, is provided at RFP Attachment 6.4. References that are not completed as required may be deemed non-responsive and may not be considered.</p> <p>The Respondent will be solely responsible for obtaining fully completed reference questionnaires and <u>ensuring they are e-mailed to the solicitation coordinator or</u> including them in the sealed Technical Response. In order to obtain and submit the completed reference questionnaires following <u>one of the two processes</u> below.</p> <p><b>Written:</b></p> <ul style="list-style-type: none"><li>(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.</li><li>(b) Send a reference questionnaire and new, standard #10 envelope to each reference.</li><li>(c) Instruct the reference to:<ul style="list-style-type: none"><li>(i) complete the reference questionnaire;</li><li>(ii) sign and date the completed reference questionnaire;</li><li>(iii) seal the completed, signed, and dated reference questionnaire within the envelope provided;</li><li>(iv) sign his or her name in ink across the sealed portion of the envelope; and</li><li>(v) return the sealed envelope directly to the Respondent (the Respondent may wish to give each reference a deadline, such that the Respondent will be able to collect all required references in time to include them within the sealed Technical Response).</li></ul></li><li>(d) <u>Do NOT open the sealed references upon receipt.</u></li><li>(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Response as required.</li></ul> <p><b>E-mail:</b></p>
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		<p>(a) Add the Respondent's name to the standard reference questionnaire at RFP Attachment 6.4. and make a copy for each reference.</p> <p>(b) E-mail the reference with a copy of the standard reference questionnaire.</p> <p>(c) Instruct the reference to:</p> <p>(i) complete the reference questionnaire;</p> <p>(ii) sign and date the completed reference questionnaire;</p> <p>(iii) E-mail the reference directly to the Solicitation Coordinator by the RFQ Technical Response Deadline with the Subject line of the e-mail as "[Respondent Name] Reference for RFP 31865-00611."</p> <p>NOTES:</p> <ul style="list-style-type: none"> <li>▪ The State will not accept late references or references submitted by any means other than <del>that the two</del> which <del>is</del> <b>are</b> described above, and each reference questionnaire submitted must be completed as required.</li> <li>▪ The State will not review more than the number of required references indicated above.</li> <li>▪ While the State will base its reference check on the contents of the <b>reference e-mails or</b> sealed reference envelopes included in the Technical Response package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references.</li> <li>▪ The State is under <u>no</u> obligation to clarify any reference information.</li> </ul>
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5. **Delete RFP Section 6.4 in its entirety and insert the following in its place** (**any sentence or paragraph containing revised or new text is highlighted**):

#### RFP ATTACHMENT 6.4.

### REFERENCE QUESTIONNAIRE

The standard reference questionnaire provided on the following pages of this attachment **MUST be completed by all individuals offering a reference for the Respondent.**

The Respondent will be solely responsible for obtaining completed reference questionnaires as required (refer to RFP Attachment 6.2., Technical Response & Evaluation Guide, Section B, Item B.17.); ~~and for enclosing the sealed reference envelopes within the Respondent's Technical Response.~~

### RFP #31865-00611 REFERENCE QUESTIONNAIRE

**REFERENCE SUBJECT:** **RESPONDENT NAME** (completed by Respondent before reference is requested)

The "reference subject" specified above, intends to submit a response to the State of Tennessee in response to the Request for Proposals (RFP) indicated. As a part of such response, the reference subject must include a number of completed and sealed reference questionnaires (using this form).

Each individual responding to this reference questionnaire is asked to follow these instructions:

- complete this questionnaire (either using the form provided or an exact duplicate of this document); sign and date the completed questionnaire; **and follow either process outlined below:**

#### **Physical**

- seal the completed, signed, and dated questionnaire in a new standard #10 envelope;
- sign in ink across the sealed portion of the envelope; and
- return the sealed envelope containing the completed questionnaire directly to the reference subject.

#### **E-Mail**

- email the completed Questionnaire to **SOLICITATION COORDINATOR NAME AND E-MAIL ADDRESS**

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(1) What is the name of the individual, company, organization, or entity responding to this reference questionnaire?

(2) Please provide the following information about the individual completing this reference questionnaire on behalf of the above-named individual, company, organization, or entity.

NAME:	
TITLE:	
TELEPHONE #	
E-MAIL ADDRESS:	

(3) What goods or services does/did the reference subject provide to your company or organization?

(4) What is the level of your overall satisfaction with the reference subject as a vendor of the goods or services described above?

*Please respond by circling the appropriate number on the scale below.*

	1	2	3	4	5	
least satisfied						most satisfied

If you circled 3 or less above, what could the reference subject have done to improve that rating?

- (5) If the goods or services that the reference subject provided to your company or organization are completed, were the goods or services provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (6) If the reference subject is still providing goods or services to your company or organization, are these goods or services being provided in compliance with the terms of the contract, on time, and within budget? If not, please explain.
- (7) How satisfied are you with the reference subject's ability to perform based on your expectations and according to the contractual arrangements?
- (8) In what areas of goods or service delivery does/did the reference subject excel?
- (9) In what areas of goods or service delivery does/did the reference subject fall short?
- (10) What is the level of your satisfaction with the reference subject's project management structures, processes, and personnel?

*Please respond by circling the appropriate number on the scale below.*

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
least satisfied						most satisfied

What, if any, comments do you have regarding the score selected above?

- (11) Considering the staff assigned by the reference subject to deliver the goods or services described in response to question 3 above, how satisfied are you with the technical abilities, professionalism, and interpersonal skills of the individuals assigned?

*Please respond by circling the appropriate number on the scale below.*

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
least satisfied						most satisfied

What, if any, comments do you have regarding the score selected above?

- (12) Would you contract again with the reference subject for the same or similar goods or services?

*Please respond by circling the appropriate number on the scale below.*

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	
least satisfied						most satisfied

What, if any, comments do you have regarding the score selected above?

**REFERENCE SIGNATURE:**

(by the individual completing this  
request for reference information)

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(must be the same as the signature across the envelope seal)

**DATE:**